MEMORANDUM

TO: Shelter Monitoring Committee
FROM: Committee Staff
DATE: December 16, 2015
RE: November 2015 SOC and Staff Report

Standards of Care and Staff Report

Overview of Complaints
There were a total of 10 client complaints submitted to the Shelter Monitoring Committee in October 2015.

Investigations
There were no investigations conducted in the month of October.

Types of Complaints
The narrative below for each site provides an overview of the types of complaints forwarded to each site. Not all sites have had a chance to respond to the complaints.

***Note: The complaints below may have already been investigated to the satisfaction of the site or its contracting agency; however, the Committee must allow for each complainant to review the responses and the complainant determines whether s/he is satisfied. If the complainant is not satisfied, the Committee conducts an investigation.

October Client Complaints

Bethel AME
Complainants: 1
- Complaint submitted: 11/6/15
- Response received: 12/2/15
- A client alleged that the shelter’s check-in policies and procedures were unsafe.
The site responded to the complaint and the client was satisfied with the response.

Compass
Complainants: 2
- Complaint submitted: 11/19/15
- Response received: 12/1/15
- A client alleged that she reported other clients to staff for smoking marijuana in their rooms and for physically threatening her but staff did not take any action.
The site responded to the complaint but the case is still pending as we are awaiting the client response.

- **Complaint submitted:** 11/30/15
- **Response received:** 12/2/15
- A client alleged that being DOS’d for throwing an empty water bottle was an excessive punishment.

*First Friendship*

- **Complainants:** 1
- **Complaint submitted:** 11/19/15
- **Response received:** due 12/3/15
- The client alleged that staff were having loud inappropriate conversations during lights out which is preventing the clients from sleeping.

*Interfaith*

- **Complainants:** 1
- **Complaint submitted:** 11/24/15
- **Response received:** 12/2/15
- The client alleged that staff were not equally applying shelter rules since they were allowing clients to go outside to smoke cigarettes but would not allow the client to go outside to smoke medical marijuana.

*MSC South Drop In*

- **Complainants:** 1, but submitted two complaints
- **Complaint submitted:** 11/12/15
- **Response received:** 11/19/15
- The client alleged that shelter staff spoke to him using disrespectful language and were enforcing rules that were not posted anywhere.

MSC South

- **Complainants:** 1
- **Complaint submitted:** 11/30/15
- **Response received:** 12/9/15
The clients allege that they were unfairly DOS’s for fighting outside of the shelter when they were only defending themselves.

*The site responded to the complaint but the case is still pending as we are awaiting the client response.*

**Next Door**

Complainants: 2

- **Complaint submitted: 11/5/15**
- **Response received: 11/14/15**
- The client alleged that she cannot sleep due to other clients making loud noises at night but staff have not taken any action.

*The site responded to the complaint but the case is still pending as we are awaiting the client response.*

- **Complaint submitted: 11/17/15**
- **Response received: 11/22/15**
- The client alleged that the site would not make reasonable accommodations for his dietary needs and that staff were having loud inappropriate conversations at night.

*The site responded to the complaint to the satisfaction of the client. This complaint is now closed.*
Table: Total Complaints for FY 2015-2016

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<th>Site</th>
<th>7/15</th>
<th>8/15</th>
<th>9/15</th>
<th>10/15</th>
<th>11/15</th>
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There were a total of two site visits conducted in November.
Infractions Generated through October Site Visits

Providence

- **Site Visit Date:** 11/19/15
- **Response received:** 11/30/15
- The Committee conducted one visit to this site during this reporting period noted the following SOC infractions: Empty hand sanitizer dispensers, lack of sheets (ongoing due to laundering issues) and one stall in the men’s restroom that was out of toilet paper.

The site has responded by resolving all issues noted during the site visit. This case is now closed.

United Council

- **Site Visit Date:** 11/19/15
- **Response received:** Pending

The Committee conducted one visit to this site during this reporting period and noted the following SOC infractions: No bilingual English/Spanish staff on duty, no soap/paper towels/toilet paper available in the restrooms, showers were being renovated with no signage explaining when the work would be completed and empty hand sanitizer dispensers throughout the facility.

This case is still open as the Committee is still waiting on shelter management to respond to Staff Interview questions that front-line staff could not answer at the time of the site visit.